

DTS Enterprise Incident Report

As of 8/1/2011

Community and Culture

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution		
	High	Low	FCR Total
Community and Culture	2	76	78
	2	22	24
Customer Company Total	2	76	78
	2	22	24

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	MIR Total
Community and Culture	2	76	78
	0	16	16
Customer Company Total	2	76	78
	0	16	16

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	ATTIR Total
Community and Culture	2 0.00	76 1.44	78 1.40
Customer Company Total	2 0.00	76 1.44	78 1.40

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
Community and Culture	2 0	76 11	78 11
Customer Company Total	2 0	76 11	78 11

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	ATTR Total
Community and Culture	2 0.00	76 3.47	78 3.38
Customer Company Total	2 0.00	76 3.47	78 3.38

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Detail

INC000000327794	Sara Wever Purchasing Support	Print/Copy/Scan/Fax Kathy Kirtz	Incident Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 0.70
INC000000336350	Chris Frederickson Voice Operations	Telecom Gail Christiansen	Call/Receive Community and Culture	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.65
INC000000337320	Alycia Aldrich Application Support	Application Michael Brown	Error Community and Culture	Microsoft Access Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.20 38.02
INC000000338244	Justin Hudspeth Security	Application Bart Grant	Error Community and Culture	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.31
INC000000339019	Janice Reed-Campbell Metro B Desktop Support	None Cindy Reed	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 1.04
INC000000340119	Kathy Kirtz Metro A Help Desk	Mobile Devices Ed Conrad	Error Community and Culture	Droid Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000340305	Glenn McMurtrey Metro A Help Desk	Network Liz Evans	Password Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000340509	Cory Jensen Metro B Desktop Support	PC/Laptop Cindy Reed	Hardware Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.35 6.35
INC000000341051	Diana Walker Metro B Help Desk	Application Janet Hongsyvilay	Reporting Community and Culture	Fleet Focus Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 0.65
INC000000341077	Lisa F Nelson Voice Operations	Telecom Romanza Hamblin	Hardware Community and Culture	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.61 0.64
INC000000341260	Debbie Reese Metro B Help Desk	Network Val Shepherd	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000341282	Diana Walker Metro B Desktop Support	None Anthony Booyse	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.46 2.55
INC000000341808	Janice Reed-Campbell Help Desk	None Dawn Wayment	None Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	19.03 19.03
INC000000341868	Alyssa Grove Metro B Help Desk	Application Val Shepherd	None Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000341889	Kathy Kirtz Billing	Billing Sara Huff	None Community and Culture	IBM Tivoli Usage and Accountin Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.89 5.85
INC000000341914	Jinnie Edgar Metro B Help Desk	None Val Shepherd	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000341932	Jinnie Edgar Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000341958	Jinnie Edgar Metro B Desktop Support	Print/Copy/Scan/Fax Cindy Reed	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 1.22
INC000000342145	Jolet Olsen Metro B Help Desk	Network Janet Hongsyvilay	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000342145	Jolet Olsen Metro B Help Desk	Network Janet Hongsyvilay	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000342171	Jolet Olsen Application Services	None Tony Larsen	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.58
INC000000342257	Jolet Olsen Metro B Help Desk	Network Val Shepherd	None Community and Culture	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000342541	Mary Ellen Martinez Metro B Desktop Support	Print/Copy/Scan/Fax Anthony Booyse	Incident Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	4.07 6.38
INC000000342591	Renae Weder Metro B Desktop Support	Print/Copy/Scan/Fax Cindy Reed	Error Code Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.01 16.60
INC000000343379	Craig Webb Help Desk	Application Vicky Marrelli	Password Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000343570	Vicki Smith Metro B Desktop Support	Application Torri Randa	None Community and Culture	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 1.48
INC000000343753	Ron Humphries Voice Operations	Telecom Romanza Hamblin	Feature Community and Culture	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.45 2.31
INC000000343934	Michele Elnicky Metro B Help Desk	Network Janet Hongsyvilay	Error Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000344132	Diana Walker Metro B Hosting	Application Cordell Measells	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 0.38
INC000000344396	Glenn McMurtrey Metro A Desktop Support	PC/Laptop Burton Brown	Error Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 0.39
INC000000344401	Jean Irwin Metro B Help Desk	Application Val Shepherd	None Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.57
INC000000344503	Linda Roholt Metro B Help Desk	Application Janet Hongsyvilay	None Community and Culture	Microsoft Office Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000344768	Aaron Cederlof Metro B Desktop Support	PC/Laptop Jay Locker	Error Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	8.05 8.05

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INC000000345284	Jean Irwin	PC/Laptop	Hardware	Systm Microsoft Windows XP Pi	TIR Missed: Yes	TIR: 1.70
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low Closed	TTR Missed: No	TTR: 5.42
INC000000345440	Kristen Jensen	Network	Incident	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low Closed	TTR Missed: No	TTR: 0.00
INC000000345448	Kristen Jensen	Network	Incident	None	TIR Missed: No	TIR: 0.02
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low Closed	TTR Missed: Yes	TTR: 9.38
INC000000345493	Jeri Openshaw	None	None	None	TIR Missed: No	TIR: 0.05
	Metro B Desktop Support	Jay Locker	Community and Culture	Low Closed	TTR Missed: No	TTR: 4.64
INC000000345588	Mary Ellen Martinez	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR: 0.54
	Metro B Desktop Support	Jay Locker	Community and Culture	Low Closed	TTR Missed: No	TTR: 3.42
INC000000346238	Joanne Taylor	Application	Error	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Community and Culture	Low Closed	TTR Missed: No	TTR: 1.82
INC000000346274	Tony Mirabella	Network	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low Closed	TTR Missed: No	TTR: 0.03
INC000000346436	Jean Irwin	Network	None	None	TIR Missed: No	TIR: 0.62
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low Closed	TTR Missed: No	TTR: 0.62
INC000000346592	Dean Budinger	None	None	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low Closed	TTR Missed: No	TTR: 4.52
INC000000346638	Jolet Olsen	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low Closed	TTR Missed: No	TTR: 0.27
INC000000346790	Kristen Jensen	Application	None	PGP	TIR Missed: No	TIR: 0.01
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low Closed	TTR Missed: No	TTR: 0.10
INC000000346860	Vicki Smith	PC/Laptop	None	None	TIR Missed: No	TIR: 0.24
	Metro B Desktop Support	Jay Locker	Community and Culture	Low Closed	TTR Missed: No	TTR: 0.92
INC000000347579	Cheryl Brown	Application	None	State Payroll Time Entry System	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low Resolved	TTR Missed: No	TTR: 0.11
INC000000347976	Dean Budinger	None	None	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low Resolved	TTR Missed: Yes	TTR: 7.67
INC000000348493	Laura Garcia	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low Resolved	TTR Missed: No	TTR: 0.03
INC000000348686	Donna Morris	None	None	None	TIR Missed: Yes	TIR: 35.63
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low Resolved	TTR Missed: Yes	TTR: 42.21
INC000000348748	Pema Chagzoetsang	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.43
	Metro A Help Desk	Ed Conrad	Community and Culture	Low Resolved	TTR Missed: No	TTR: 0.43

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INC000000348923	Mary Ellen Martinez Metro B Desktop Support	PC/Laptop Michael Barth	None Community and Culture	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.07 7.28
INC000000349036	Rachelle Brown Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.93
INC000000349277	Julie A Anderson Metro B Desktop Support	Application Michael Barth	Error Community and Culture	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.98 4.02
INC000000349562	Amanda Rock Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000349608	Lani Nisbet Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000349986	Julie Tuimauga Help Desk	Application James Stearns	Password Community and Culture	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.16
INC000000349989	Londi Rowley Metro B Desktop Support	PC/Laptop Cindy Reed	Hardware Community and Culture	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	11.15 11.15
INC000000350401	Julie A Anderson Metro B Desktop Support	Application Anthony Booyse	None Community and Culture	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.76
INC000000350517	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000351089	Cheryl Brown Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000351128	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000351150	Chris Frederickson Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000351186	Tony Mirabella Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	None Community and Culture	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.88 4.77
INC000000351216	Dean Budinger Metro B Desktop Support	None Michael Barth	None Community and Culture	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.26 4.95
INC000000351220	John Ingersoll Metro B Desktop Support	Application Michael Barth	None Community and Culture	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.28 4.89
INC000000352928	Amanda Rock Metro A Desktop Support	PC/Laptop Burton Brown	Hardware Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.40
INC000000353164	Amanda Rock Metro B Help Desk	Application Val Shepherd	Password Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000353261	Kathy Kirtz	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000353301	Kimberley Schmeling	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000353774	Debbie Reese	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Anthony Booyse	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 4.42
INC000000353814	Jolet Olsen	Network	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	High	Resolved	TTR Missed: No	TTR: 0.00
INC000000354187	Lora Rees	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR: 1.92
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 1.92
INC000000354356	Laura Garcia	Application	None	None		TIR Missed: No	TIR: 0.28
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.28
INC000000354409	Mary Ellen Martinez	Application	None	None		TIR Missed: No	TIR: 0.42
	Metro B Desktop Support	Anthony Booyse	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.50
INC000000354614	Colleen Eggett	PC/Laptop	Error	Citrix ICA Client		TIR Missed: Yes	TIR: 1.09
	Metro B Desktop Support	Anthony Booyse	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 2.72
INC000000354712	Debbie Reese	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.04
	Metro B Desktop Support	Torri Randa	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 3.27
INC000000354727	Jeffery Fullmer	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.08
INC000000354841	Shirlee Silversmith	Application	Error	None		TIR Missed: Yes	TIR: 1.97
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 1.97